

In The United States Patent And Trademark Office

Applicants: Anil Kumar Annadata; Wai H. Pak; Mingte Chen; Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent Information
For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filed: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2614
Docket No.: SBL0002US Confirmation No. 6431

Austin, Texas
July 2, 2007

Mail Stop RCE
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

REQUEST FOR CONTINUED EXAMINATION (RCE)

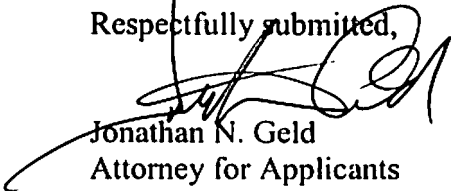
Dear Sir:

This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the accompanying Amendment and Remarks in support of this Request.

Accompanying this response is a one-month Petition Under 37 C.F.R. § 1.136 for Extension of Time setting a new time for response of July 2, 2007. The RCE fee required under 37 C.F.R. § 1.17(e) and extension fees are authorized through transmittal. Applicants respectfully request issuance of a Notice of Allowance in light of the accompanying Amendment and Remarks.

Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

Respectfully submitted,


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